

Borrowing Downloadable Items – FAQs

Where can I search for the library's downloadable titles?	Go to the Downloadable ebooks link on the library's webpage: http://semcofl.lib.overdrive.com/
What is ' My Cart '?	"My Cart" is a virtual shopping cart. When you find an available title that you want to check out, click 'Add to Cart'. When the title is in your Cart, it remains available for you to check out for 30 minutes.
How many titles can I have in my Cart at the same time?	You can have up to 5 titles in your Cart at the same time. You can remove a title from your Cart by clicking its 'remove' link.
How many titles can I have checked out at the same time?	You can have up to 3 titles checked out at any given time.
Do OverDrive checkouts appear in my library account?	No. The OverDrive website is entirely separate from your library account and will not display the status of OverDrive checkouts or holds.
How do I specify my preferred lending period(s) ?	You can select your lending period two different ways: <ol style="list-style-type: none"> 1. When you click "proceed to checkout" there will be a drop-down box where you can select either a 7 or 14 day checkout. <li style="text-align: center;">OR 2. Log-in to your account and set your preferred lending periods for each format on the "Lending Periods" link.
Can I return items before the end of the loan period?	From a PC or Mac, Adobe® eBooks (EPUB & PDF) can be returned using Adobe Digital Editions . EPUB ebooks can be returned using OverDrive Media Console v2.3 (or newer) for Android, BlackBerry, and iPhone/iPad. Kindle books can be returned using " Manage my Kindle " option on your Amazon account Audio books cannot be returned early . Note: if you attempt many early returns in a short span of time, you will get "code 710 early return error" and be forced to wait several days before attempting to return more ebooks.

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Can I renew the items I have checked out?	Titles cannot be renewed , but you can check them out again if they are available when the checkout period ends.
To how many devices would I be able to download my titles?	Up to six devices or computers. Every device/computer needs to be activated with the same Adobe ID.
I want a title that is checked out. What do I do?	You may place a hold on any title. If all of the copies are checked out, click on “place a hold”, enter your library card number, and enter your email address.
What happens when the title I placed on hold is available?	When the title is available, you will receive an email notice from the library. You have 2 days from the date of the notice to check the title out. If you do not check it out within 48 hours, it will be moved to the next person in the hold queue.
How many items can I place on hold at the same time?	You can place up to 3 titles on hold at a time.
When I try to checkout any items it said Privilege has expired . How can I renew my membership?	You need to go to any of the library branches to get your card renewed
When I try to checkout any items it said User Blocked .	In order to be able to use this service, your card needs to be in good standing. Please contact the library to check if you have any fines or items that are overdue.
Is this service free ?	Yes. Patrons are not charged any fees. Necessary software associated with the program is also free. Because there are no due dates, e-books can never be late, so there are no overdue fines.
I live in a different County and I have a Seminole County Library card with would I be able to download materials?	No, the reciprocal borrowing card will not allow you to use our downloadable collection.

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Besides the library collection, are there any websites where I can get free books for my eReader?	Yes, there are some places where you will be able to download public domain books. Visit the Always available section of Overdrive, also Google ebooks has some free ebooks available at http://books.google.com/ebooks or if you have a Kindle, Amazon has a collection of Free eBooks .
Will the item I checked out be deleted automatically from my computer/device at the end of the loan period.	No, although you won't be able to access the book/audio after the end of your loan period, the item will remain on your computer/device. It will be necessary to manually delete it from all your computers/devices. (see extended answer in question #5 below)

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1. Are library downloadable books different from those sold directly to the public?

Yes. Libraries obviously need to be able to lend the downloadable books they purchase so a special license is involved. Some publishers charge libraries higher prices, some limit the number of times a book can be lent and some provide access on a subscription rather than ownership basis. In addition to the cost of the content, libraries also contract with vendors to provide the platform for patrons to search for downloadable books, to enable them to borrow or place holds on the titles they want, and notify them when the titles are available and finally, to collate use statistics.

2. Why doesn't the Library have [desired title] in downloadable form?

The Library purchases popular downloadable books as soon as publishers license the rights for digital sale to libraries. Not all publishers license their digital titles for library use. Not all digital titles are released simultaneously with the book. As interest in downloadables has increased, many publishers are going back to secure digital rights for previously published works and making those available for purchase. For this reason, the Library may not be able to buy all titles in a series.

3. All the downloadable books I want to read are checked out. How is this possible when a digital format can mean limitless availability?

Most publishers prefer to sell downloadable titles just as they sell printed, hard copy versions—by the copy. So when one title is checked out, it may be the only copy the Library has. The Library has allocated a larger portion of this year's materials budget to purchase downloadable books. Bestsellers and other newly published works are in highest demand, but there are still many other good titles in the collection. Searching for specific works or authors or limiting your browsing to "available now" titles can turn up some great items.

4. What can I do on a library computer?

On a library internet computer you can search, put items in a cart or on hold, and check out. You cannot download or listen to Overdrive media in the library—you need to download the items from home or another location.

5. How does digital media work?

A 'digital title' is a digital version of an audiobook, music, video, or eBook file that is rights-protected and optimized for download. All titles are either unabridged or unedited.

Each digital download consists of two parts: the content and the "wrapper." The content is the actual form of read text, sound file, or PDF file.

The "wrapper" is data that includes the expiration date and other pieces of metadata. The wrapper is part of the "digital rights management" (DRM) software that lets publishers feel confident about the entire technology. The wrapper is like a key and keeps track of the date, and is deleted at the end of the

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lending period. Without a wrapper you can't access a file on the OverDrive Media Console. The content isn't automatically deleted—it stays on your computer, but can't be listened to, unless you check the item out again and get a new “wrapper.”

6. Why I can't find all the audios available in the downloadable collection when using the search option on the Overdrive Media Console App?

Different versions of OverDrive Media Console support different formats. Some items are only available in WMA. OverDrive Media Console for Android, BlackBerry, iPhone/iPad, & Windows Phone 7 can only support MP3 audio format (for eBooks, it will support EPUB). Therefore, no WMA-format titles will be visible in the mobile app. While WMA is compatible to use with iPod/iPhone, the file would have to be downloaded to a PC and transferred to the device.